

SENIOR CUSTOMER SERVICES CLERK*Class Definition*

Performs responsible customer service and accounting clerical duties that include responding to and resolving difficult customer service problems, entering and retrieving data on computer terminals, analyzing utility accounts and licensing; and provides lead supervision to assigned staff.

Distinguishing Characteristics

This is the advanced journey level class in the Customer Services series. Incumbents in the Senior Customer Services Clerk class perform functional and technical lead supervision of clerical and technical staff within a single unit. The Senior Customer Services Clerk class is distinguished from Customer Services Clerk II by the performance of specialized duties such as resolving the most difficult customer complaints and making decisions of when to start and discontinue utility services where procedures do not specifically cover the required situation.

Incumbents receive general supervision from a Billing and Collection Supervisor, and exercise functional and technical supervision over assigned clerical staff.

Typical Tasks

(Incumbents may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.)

Respond to and resolve customer complaints and inquiries regarding rates, fees, service, rules and regulations; assist assigned personnel in the resolution of complex and difficult customer service problems.

Prepare and enter a variety of detailed commands into a computer in order to set parameters for billing services, produce utility bills, meter sheets and a variety of billing-related reports; and prepare backup files for protection of the utilities department data base.

Contact customers, as needed, regarding service, meter readings and billing issues.

Participate in the training of customer service and accounting clerical staff in various systems, procedures and operations.

Collect opening, current, delinquent and closing payments for utility services; perform research on returned checks; determine appropriate service charges.

Grant appropriate extensions on delinquent accounts; establish installment payment plan.

Adjust utility rates when needed; learn demands, power factors, voltage discounts and calculate them as needed.

Research transactions and data reject listing; input appropriate adjustments and corrections.

Schedule, train and supervise assigned staff.

Perform related duties as required.

Qualifications

Knowledge of:

Basic bookkeeping and accounting methods used to prorate, verify, research, and adjust utility accounts.

Basic mathematical procedures and calculations.

Methods and equipment used in processing utility payments.

Modern office methods, practices, procedures and equipment.

Principles of personnel training and supervision.

Ability to:

Respond to public inquiries, complaints and requests for service in a tactful, effective manner.

Utilize computerized processes and procedures for utility billing purposes.

Analyze customer service problems and take appropriate action or make appropriate recommendations.

Interpret and apply City regulations and procedures as applicable to meter access, billing and collection.

Analyze and prepare schedules, reports and statements regarding municipal utility operations.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience

Two years of increasingly responsible clerical/record keeping experience involving heavy public contact.

Training

Equivalent to the completion of specialized training in basic bookkeeping procedure.~ or~a related area.

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